

Delhi Electricity Regulatory Commission
Viniyamak Bhawan, 'C' Block, Shivalik, Malviya Nagar, New Delhi – 17

Case No. 27/01/2006

In the matter of:

Sh. Phool Chand,
A-357/2, GF, Budha Marg,
Main Fazalpur,
New Delhi-110092.

.....**Complainant**

VERSUS

BSES Yamuna Power Ltd.
Through its: **CEO**
Shakti Kiran Building,
Karkardooma,
Delhi-110092.

.....**Respondent**

Coram:

**Sh. Berjinder Singh, Chairman, Sh. K. Venugopal, Member &
Sh. R. Krishnamoorthy, Member.**

Appearance:

1. Sh. P.C. Sharma, Complainant.
2. Sh. Hemant Gupta, Advocate on behalf of the Respondent.
3. Sh. Naveen, B.M. BYPL.
4. Sh. I.U. Siddqui, Legal Retainer.

ORDER

(Date of Hearing: 05.10.2006)
(Date of Order: 17.10.2006)

1. This complaint was forwarded to the Commission by the CGRF, recommending imposition of penalty against the Respondent for violating the provisions of Regulation 42 of the DERC (Performance Standards – Metering & Billing) Regulations, 2002.

2. The brief facts of the complaint are that the Complainant had approached the CGRF on the ground that the bills were raised against his electricity connection No. 1230 0407 0582 without proper reading. The Complainant alleged that the Respondent was not raising the bills on the basis of actual reading of the meter. The Complainant had to arrange duplicate bills from the office of the Respondent and made payment.

3. The Respondent in their reply before the CGRF submitted that the bills could not be issued on the basis of actual reading due to wrong feeding of sequence numbers and wrong billing cycle inadvertently which they have corrected now. The Counsel for the Respondent Sh. Hemant Gupta has also taken a similar stand before the Commission. The Respondent have also tendered an unconditional apology and undertaken to remain more vigilant in future. Sh. Hemant Gupta, Counsel for the Respondent, has also produced a letter of satisfaction from the Complainant who is present in person before the Commission.

4. The Commission has observed that there is lot of delay in raising of the bills against the Complainant and that the Respondent has not adhered to the relevant Regulations with regard to the DERC (Performance Standards – Metering & Billing) Regulations, 2002.

5. In view of the above, the Respondent is directed to avoid raising provisional bills beyond what is stipulated in the Regulations of DERC and take immediate and effective steps to raise bills promptly on the basis of the actual reading. The Respondent is further directed to ensure regular check of the meters so as to avoid raising of provisional bills.

6. Considering all aspects of the matter carefully, the Commission decides not to impose any penalty in the instant case but, directs the Respondent to be more vigilant and take effective remedial measures so that such incidents are not repeated in future.

7. Ordered accordingly.

Sd/-
(K. Venugopal)
MEMBER

Sd/-
(R. Krishnamoorthy)
MEMBER

Sd/-
(Berjinder Singh)
CHAIRMAN